

Preface

Audience

The *Cisco Unity Design Guide* is intended for anyone responsible for the design or configuration of a Cisco Unity system.

Document Conventions

The *Cisco Unity Design Guide* uses the following conventions:

Note: Means reader take note. Notes contain helpful suggestions or references to material not covered in the document.

Caution! Means reader be careful. In this situation, you might do something that could result in equipment damage or loss of data.

Additional Cisco Unity Documentation, System Requirements, and Supported Hardware and Software

For descriptions and the URLs of Cisco Unity documentation on Cisco.com, refer to the *Cisco Unity Documentation Guide*. The document is shipped with Cisco Unity and is available at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/about/index.htm.

In particular, note:

- For system requirements, and lists of supported hardware and software, the *Cisco Unity System Requirements, and Supported Hardware and Software*, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.
- For a list of servers that meet Cisco Unity specifications, the *Cisco Unity Supported Platforms List*, at http://cisco.com/en/US/products/sw/voicesw/ps2237/products_data_sheets_list.html.
- For client workstations, a list of the software that is compatible with the version of Cisco Unity that you are installing, and a list of messaging clients that are compatible with the version of Cisco Unity that you are installing, the *Compatibility Matrix: Cisco Unity and the Software on Subscriber Workstations*, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.



- For hardware and software requirements for the Cisco Unity Bridge server, the *Cisco Unity Bridge System Requirements, and Supported Hardware and Software*, at http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_pre_installation_guides_list.html.

Additional Design Documentation

The *Cisco Unity Design Guide* explains how to design a Cisco Unity system based on the message store, directory, phone system, and Cisco Unity features that the customer wants to use; on the network infrastructure on the customer site; and on a number of other Cisco Unity-specific configuration details.

In addition, refer to the following:

- If Cisco Unity will be integrated with Cisco CallManager, the *Cisco IP Telephony Solution Reference Network Design Guide*, at http://www.cisco.com/warp/customer/779/largeent/netpro/avvid/IPtel_snd.pdf. This document explains how to design the Cisco CallManager portion of the system.
- The IP Telephony Steps to Success website, at <http://www.cisco.com/partner/WWChannels/technologies/IPT/index.html>, has information on IP telephony system requirements and solutions; on network equipment and applications that may be affected in an IP telephony deployment; on designing an IP telephony system; on developing a project implementation plan; on installing and testing the selected solution; and on documenting the system and its components.

Support Policy for Optional Third-Party Software

The Cisco support policy states that customers can deploy third-party software for backup, monitoring, and security on the Cisco Unity server. However, Cisco expects that customers (or their systems integration partners) will have tested the interoperability of such products with Cisco Unity before the products are deployed. Such testing is essential in mitigating the risk that problems between Cisco Unity and the third-party products loaded on the Cisco Unity server will be discovered within the production environment.

If a customer calls the Cisco Technical Assistance Center (TAC) with a problem, a Cisco TAC engineer may require that optional third-party software be turned off or even removed from the Cisco Unity server during the course of troubleshooting. If it is determined that the interoperability between the third-party software and Cisco Unity was the root cause of the problem, the third-party software will be required to be disabled or removed from the Cisco Unity server until such time that the interoperability issue is addressed, so that the customer can continue to have a functional Cisco Unity system.

Before installing any qualified optional Microsoft service pack on the Cisco Unity server, confirm that the manufacturer of any optional third-party software or hardware that you plan to install on the Cisco Unity server—or that is already installed—also supports the service pack for use with its product.



Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

<http://www.cisco.com/go/subscription>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>



- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click Feedback at the top of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The type of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration. There is little or no impact to your business operations.
- Priority level 3 (P3)—Operational performance of the network is impaired, but most business operations remain functional. You and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- Priority level 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively impacted by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.
- Priority level 1 (P1)—An existing network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Cisco TAC Website

The Cisco TAC website provides online documents and tools to help troubleshoot and resolve technical issues with Cisco products and technologies. To access the Cisco TAC website, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://tools.cisco.com/RPF/register/register.do>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases online so that you can fully describe the situation and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.



To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training:

<http://www.cisco.com/go/packet>

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

<http://www.cisco.com/go/iqmagazine>

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html